

Performance Requirements Summary

Requirement (1)	Standards— Criteria for Acceptance (2)	Acceptable Quality Level (3)	Method of Surveillance (4)	Incentive/ Disincentive (5)
<i>Deliverables the Government will formally assess and feature(s) that will be measured.</i>	<i>Performance level that, when met, means the task has been satisfactorily performed.</i>	<i>For each “Standard,” performance shall meet the specified quality level.</i>	<i>Method(s) to be used to verify that performance meets an acceptable level of quality.</i>	<i>Incentive, if all Standards in Column 3 are met.</i>
Contractor Project Management Plan (6.1.1)	The contractor provides a KMSS PMP that is acceptable to the COTR	100% Compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	Customer feedback	Positive/Negative Past Performance Evaluation
Reporting Requirements <ul style="list-style-type: none"> • Quality Control Plan (6.1.2) • Monthly Status Reports (6.1.3) • Innovative Improvement Recommendations Report (6.1.4) • DIACAP Documentation and Technical Support (6.1.5) 	All reporting deliverables are delivered in compliance with the terms and conditions of the PWS.	100% Compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	Customer feedback	Positive/Negative Past Performance Evaluation
Support DAP, AAP, ACC, BPCh, ACQuire, PLTs, DAMS, Media Library and AKMS accessibility on mobile devices (6.2 to 6.9)	Contractor shall provide the required support described in Section 6 of the PWS.	100% Compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	Customer feedback and monthly activity reports	Positive/Negative Past Performance Evaluation
Special Studies, White Papers, and Research (6.10)	All reporting deliverables are delivered in compliance with the terms and conditions of the PWS.	100% Compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	Customer feedback	Positive/Negative Past Performance Evaluation

Requirement (1)	Standards— Criteria for Acceptance (2)	Acceptable Quality Level (3)	Method of Surveillance (4)	Incentive/ Disincentive (5)
<i>Deliverables the Government will formally assess and feature(s) that will be measured.</i>	<i>Performance level that, when met, means the task has been satisfactorily performed.</i>	<i>For each “Standard,” performance shall meet the specified quality level.</i>	<i>Method(s) to be used to verify that performance meets an acceptable level of quality.</i>	<i>Incentive, if all Standards in Column 3 are met.</i>
Provide timely notification of items requiring Government action	No more than 5% of reports to the appropriate Government contact may be later than the specified time period AND/OR no more than 5% of required situations may go unreported	100% Compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	Random Inspection, or Client satisfaction as measured by feedback to COTR	Positive/Negative Past Performance Evaluation
Customer and Field Support	Account creation or maintenance actions implemented within 48 hours of receipt or approval by Government representative (if needed)	Access permissions to Ad Hoc reports shall be made available within 7 calendar days of receipt of request	Customer feedback Contractor Reports	Positive/Negative Past Performance Evaluation
Major Latent Defects	Maintenance releases will be free of major latent defects	100% compliance, unless forbearance granted by KMSS Task Manager or GSA COTR	End-user feedback on releases is free of complaints	Positive/Negative Past Performance Evaluation
Development objectives – 6.2 to 6.9 Completion of specific development activities as stated in the an Annual KMSS Plan and as further detailed in periodic updates to the PMP.	All capability increase requirements shall be met and delivered in compliance with criteria established at the time of Annual KMSS plan development.	Operational Capability Demonstration (OCD) results will be analyzed in accordance with the established criteria developed by the Contractor and AKMS Government representatives.	Analyses of OCD and user feedback. Review associated documentation	Positive/Negative Past Performance Evaluation
Software rollout and integration – Interfaces with all system components are fully functional and seamlessly integrated	All AKMS systems will have single sign on capability and individual system upgrades will not degredate	End user satisfaction and software performance.	End user feedback. Review of site and user surveys	Positive/Negative Past Performance Evaluation

Requirement (1)	Standards— Criteria for Acceptance (2)	Acceptable Quality Level (3)	Method of Surveillance (4)	Incentive/ Disincentive (5)
<i>Deliverables the Government will formally assess and feature(s) that will be measured.</i>	<i>Performance level that, when met, means the task has been satisfactorily performed.</i>	<i>For each “Standard,” performance shall meet the specified quality level.</i>	<i>Method(s) to be used to verify that performance meets an acceptable level of quality.</i>	<i>Incentive, if all Standards in Column 3 are met.</i>
	other AKMS systems. To the extent possible by the contractor, AKMS systems will be engineered to provide data into DAU's iDashboard.			